

THE NEBRASKA STATE BOARD OF CHIROPRACTIC



January 3, 2006

American Chiropractic Network
Thomas J. Allenburg, D.C., CEO
ACN GROUP, Inc
6300 Olson Memorial Highway, MN010-
W120
Golden Valley, MN 55427

Dear Dr. Allenburg:

The primary concern of the Nebraska Board of Chiropractic is protection of the public regarding the practice of chiropractic.

Board Members

Gaylord H. Hanssen, D.C.,
Chair

Laura Scholl
Vice Chair

Lance E. Earhart, D.C.,
Secretary

Kevin Davis, D.C.
Professional Member

Numerous complaints have been brought to our attention from licensed chiropractors in the State of Nebraska that the American Chiropractic Network group, has aggressively cut insurance claims and denied treatment plans to Nebraska Chiropractic patients based upon arbitrary statistical models rather than medical information provided by the physicians. The practice by your company of tiering doctors according to performance and the threat of expulsion from your provider list seems to be utilized by your company as a system of punishment for those practitioners who seemingly fall outside of your statistical models. The secondary effects of being terminated from your provider organization would compromise chiropractic physicians' marketability when applying for other preferred provider organization panels. This practice would further force the doctor into treating their patients according to arbitrary numbers versus clinical necessity.

It appears that financial concerns are taking priority over appropriate patient care. If true this leaves practicing chiropractors in the State of Nebraska in a compromised position as they treat patients based on clinical necessity according to existing standards contained within statutes, rules and regulations in the State of Nebraska by which they are held accountable. More importantly, it eliminates necessary and appropriate care to the patients, which they serve, and undermines patient confidence in the physicians that care for them.

There would seem to be an apparent conflict of interest involving the relationship between ACN group, United Health Care and the associated financial incentive that would undermine patient care, the doctor's ability to treat the patient, the looming threat of expulsion of that doctor with the tiering process and appropriate patient care based on clinical necessity.

On behalf of the chiropractic patients in the State of Nebraska and the chiropractic physicians who care for them, we are expressing our concern regarding these complaints. The Board of Chiropractic offers you the opportunity to explain your review process, practitioner tiering process, treatment plan and claims review protocols as well as directives and financial incentives from United Health Care to the American Chiropractic Network Group.

Please contact Diane Hansmeyer at 402-471-0547 if you would like to set up a time to have such discussion with the Board.

Sincerely,

G.H. Hanssen, DC by Diane Hansmeyer

G.H. Hanssen D.C.
Chairperson
Board of Chiropractic

CC: Insurance Commissioner, State of Nebraska
American Chiropractic Association
Nebraska Chiropractic Physicians Association
Consumer Protection Division A.G. Office, State of Nebraska